

FIGURE 1A

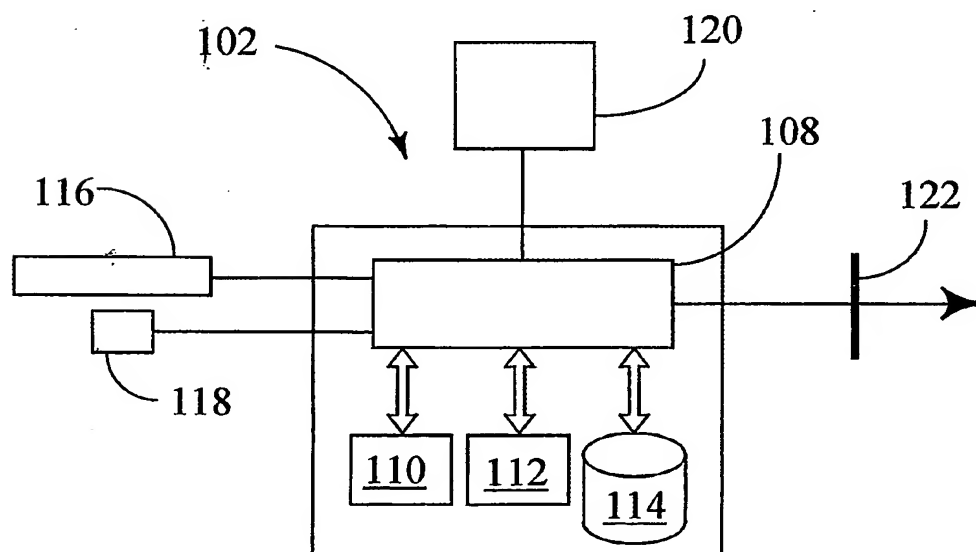
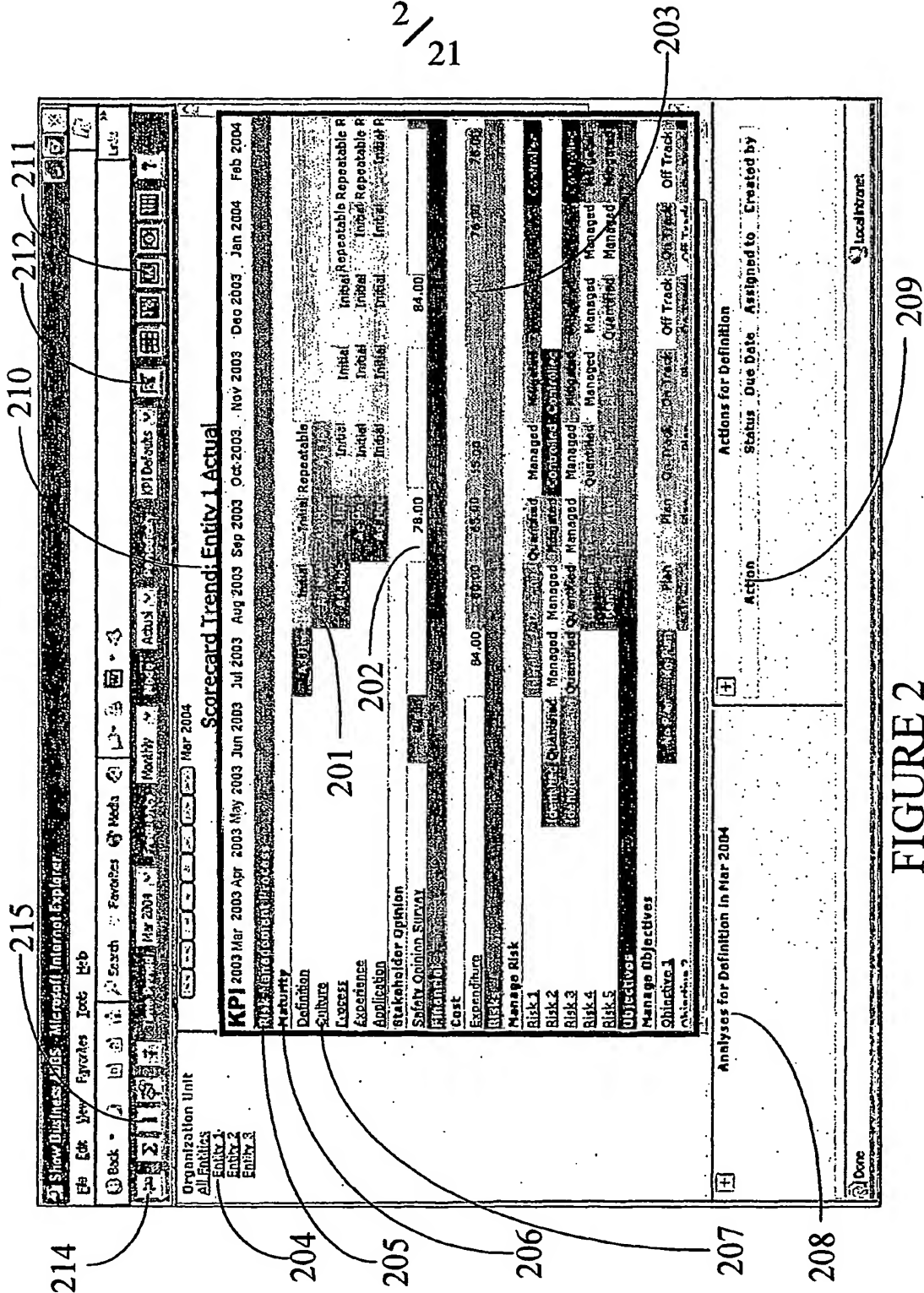


FIGURE 1B

2/21



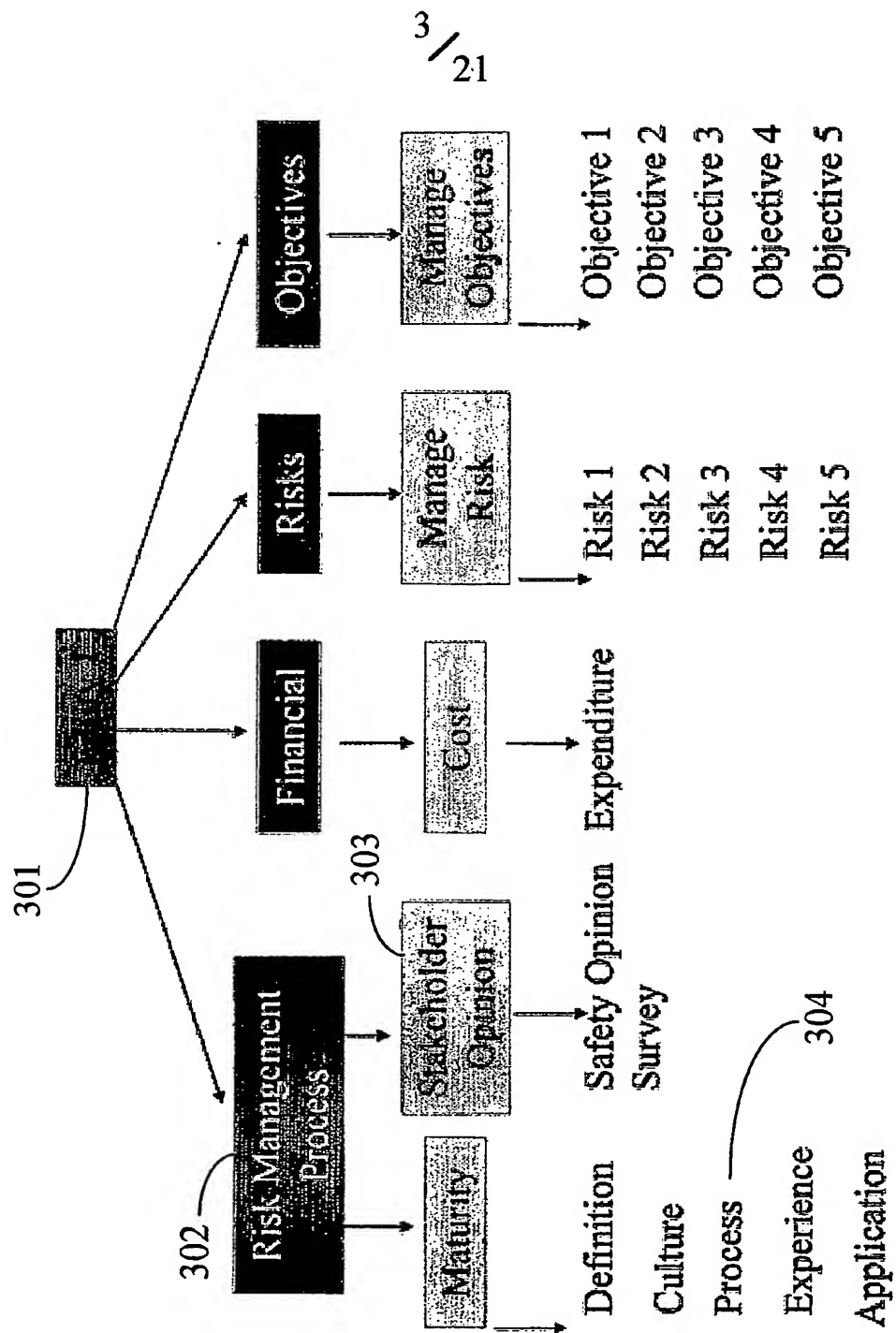


FIGURE 3

4
21

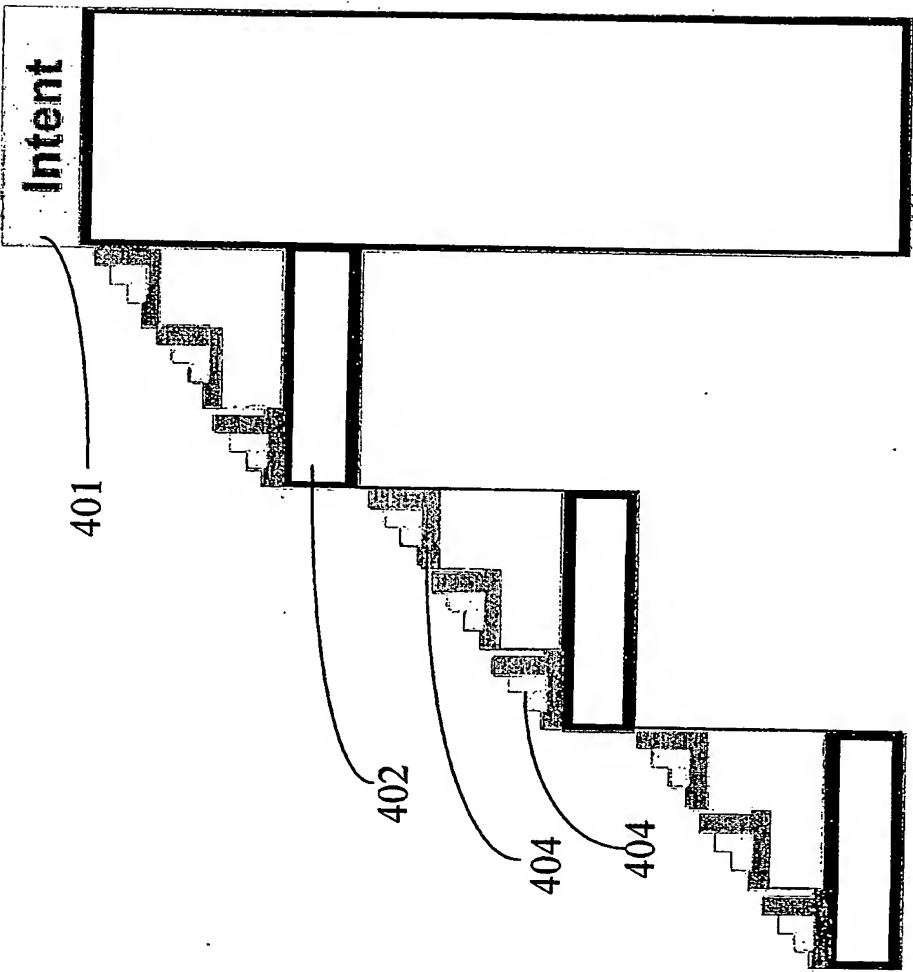


FIGURE 4

5/21

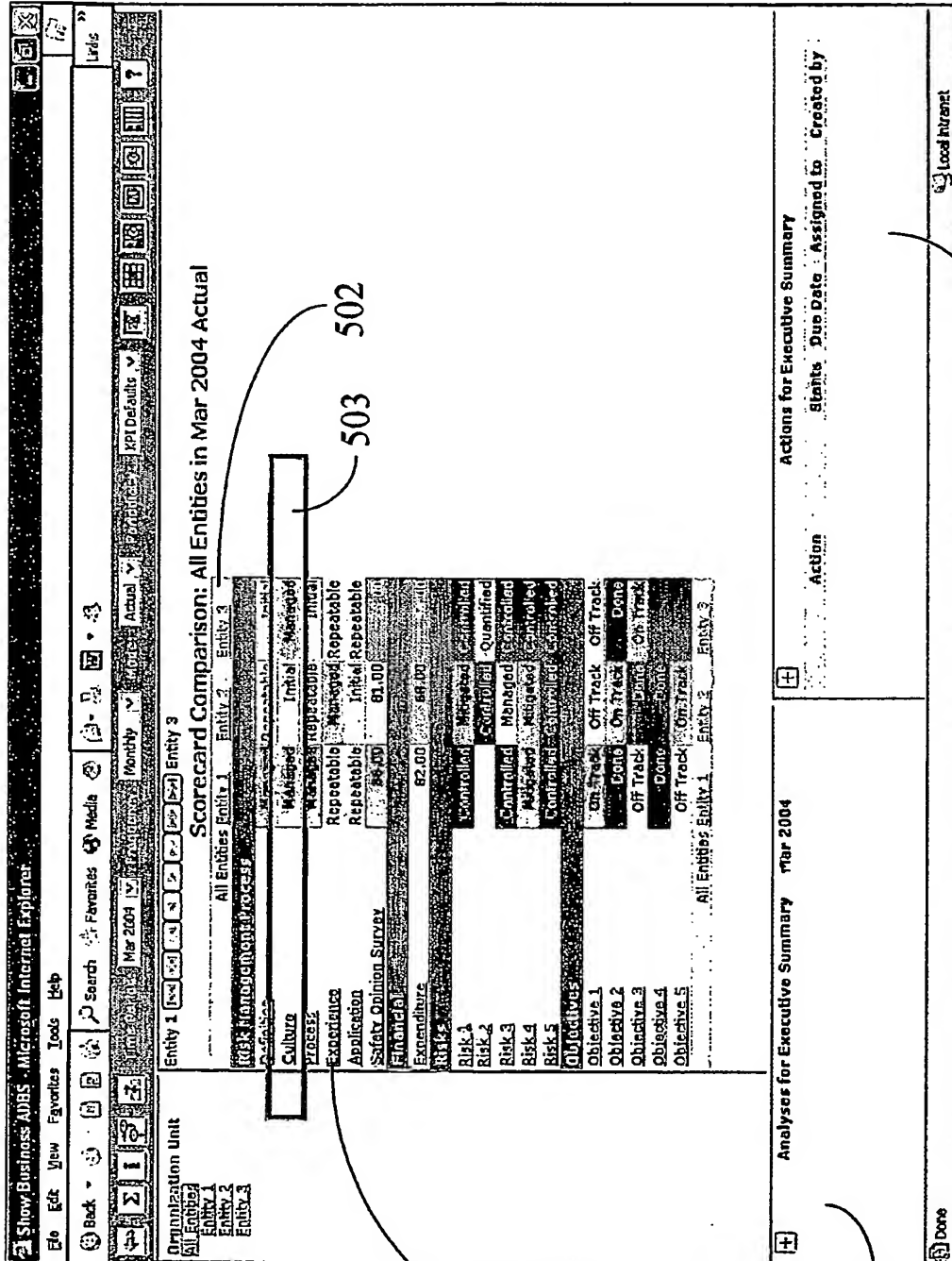


FIGURE 5

6/21

<div>File Edit View Styles Layout Tools Help</div> <div>W W... R... V... M...</div> <div>Individual Data Values</div> <div>Numerical Values</div> <div>Textual Values</div>	<div>Members Not Accepted</div> <div>Unretrieved Test Not Accepted</div> <div>Sort</div>	<div>Specified Text</div> <div>1. 7.110.1</div>	<div>Character</div> <div>2. 10 to be done</div>	<div>URL Links</div> <div>URL Link 1 URL Link 2</div>	<div>Contacts</div> <div>Contact Name 1 Contact Name 2</div>
601	2. 7. Benefits	2. Benefits are clearly defined		URL Link 4 URL Link 5	Contact Name 12 Contact Name 13
604	3. Enhanced	3. Enhanced curriculum developed		URL Link 11 URL Link 12	Contact Name 1 Contact Name 2
605	4. Enhanced	4. Enhanced curriculum in use at school		URL Link 13 URL Link 14	Contact Name 11 Contact Name 12
606	Understanding	Understanding of benefits tested and confirmed by student survey		URL Link 15 URL Link 16	Contact Name 3 Contact Name 4

607

FIGURE 6

7/21

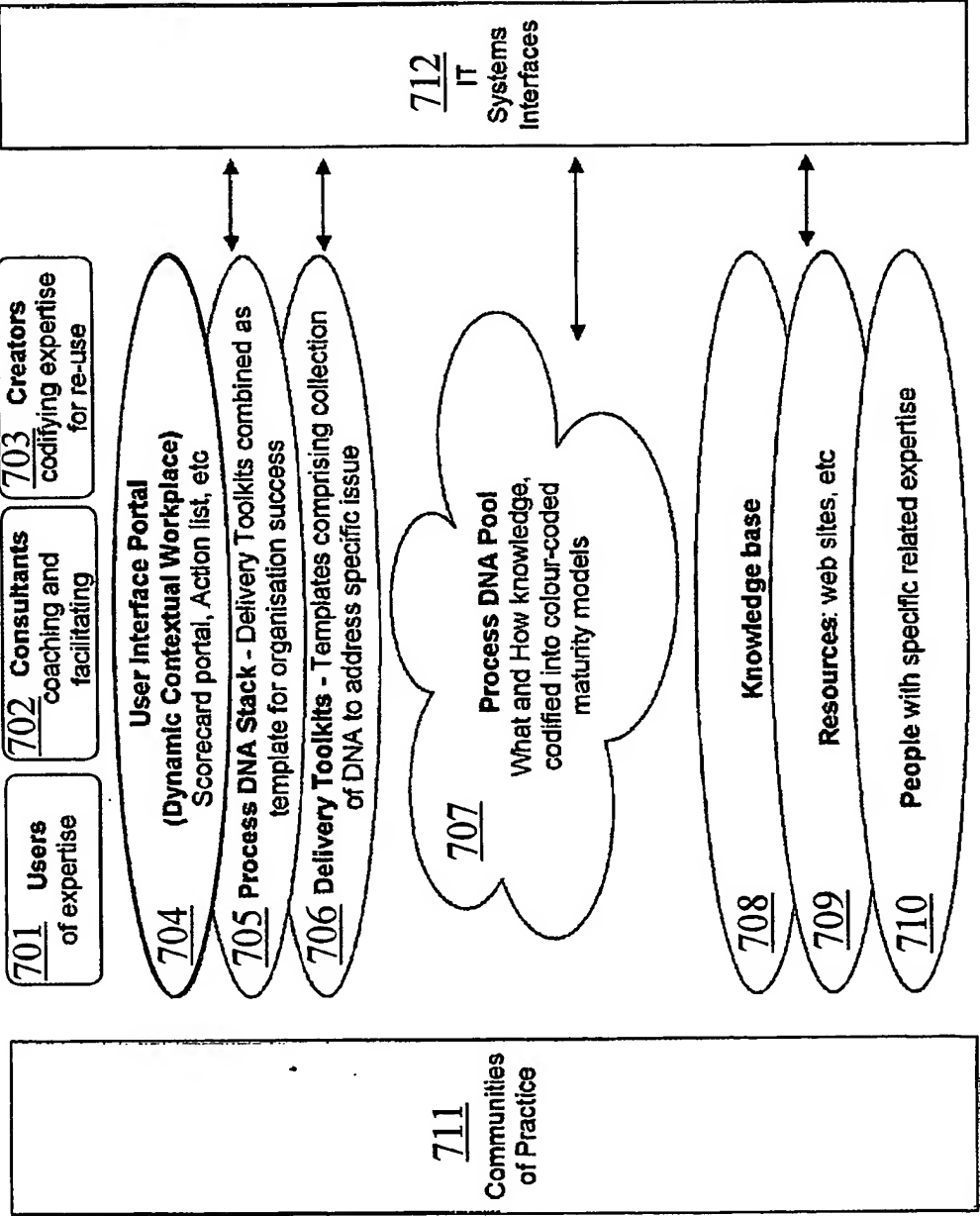
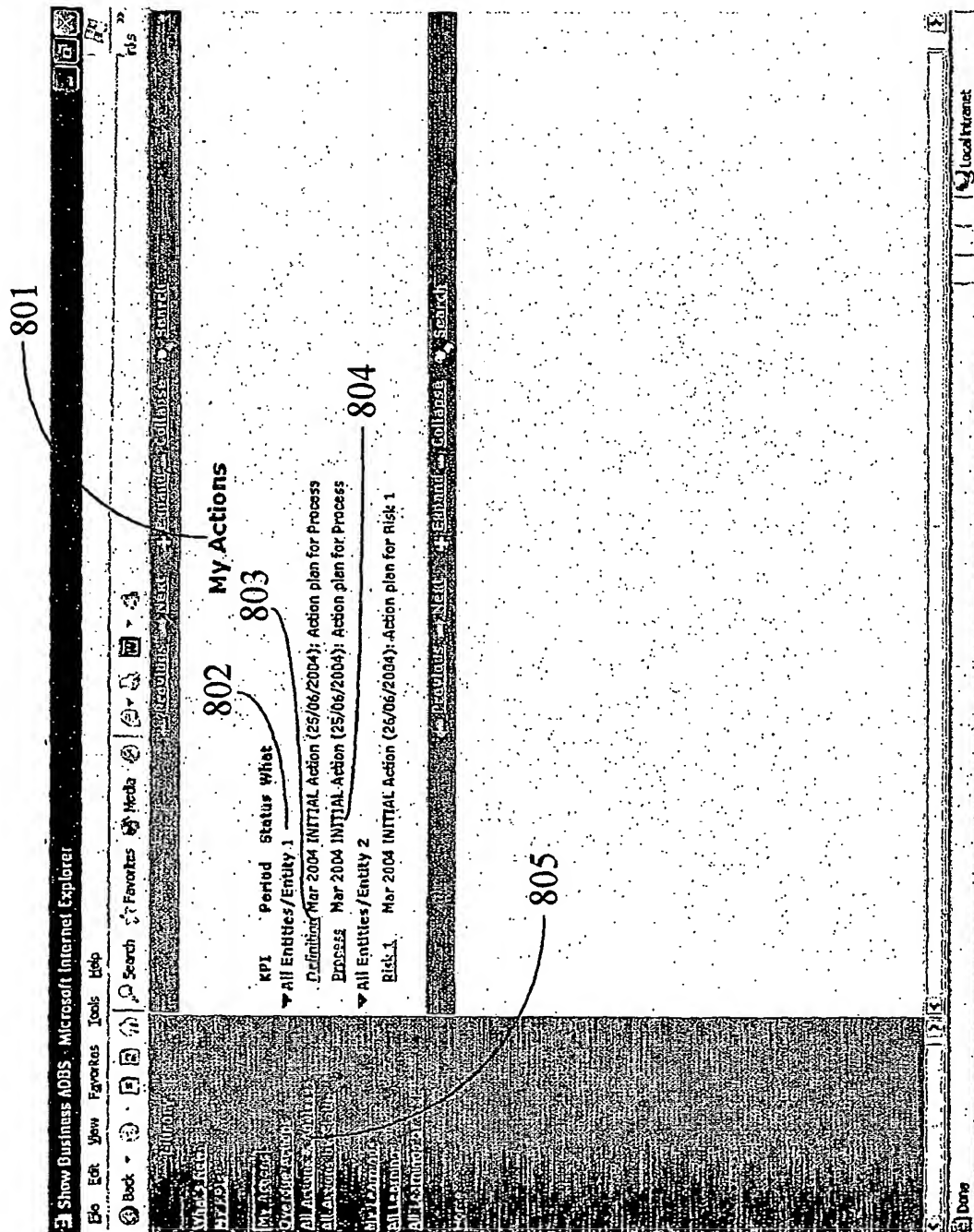
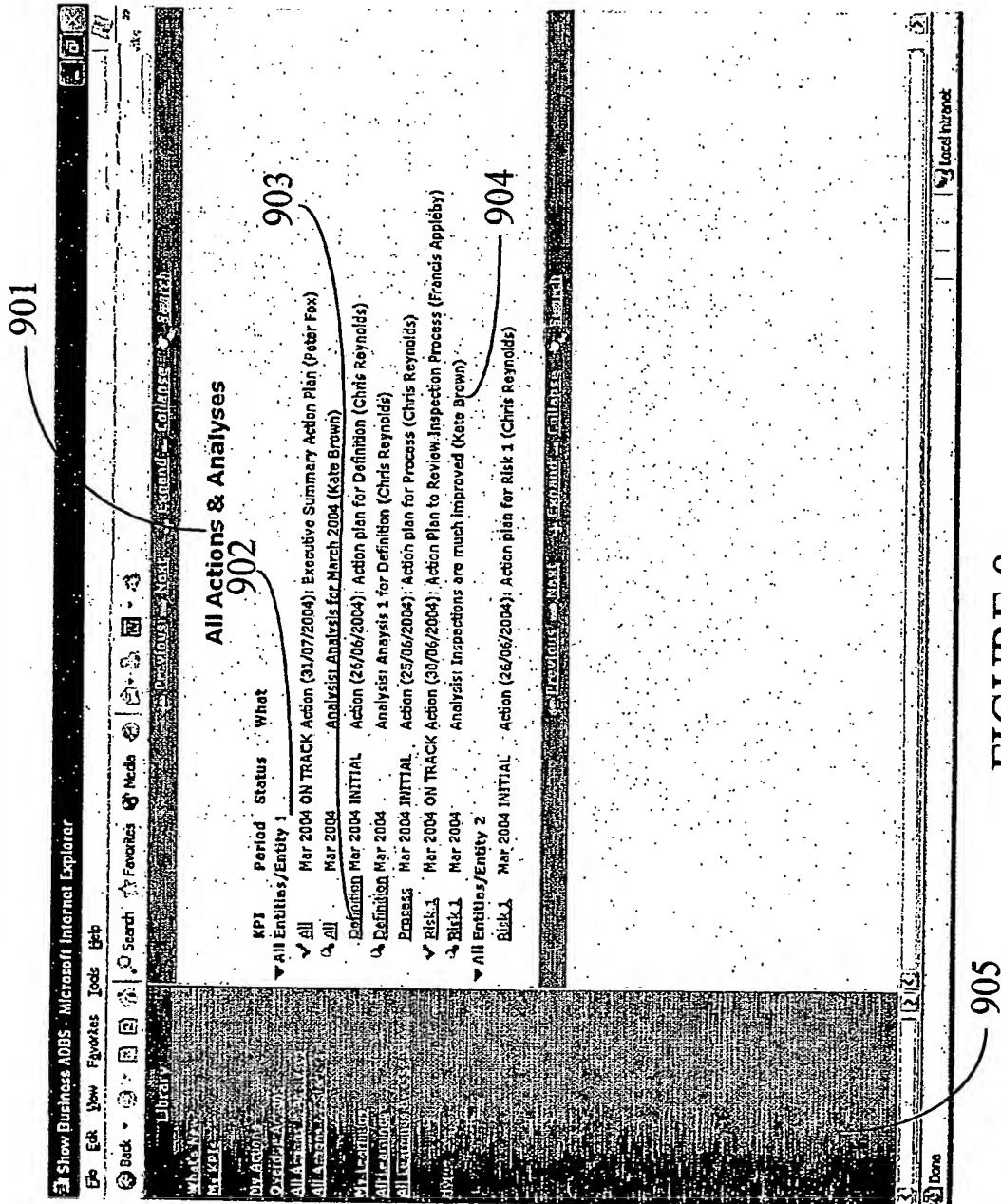


FIGURE 7

8/21



9/21



10/21

Questions	1001	1002	Question	Answer
Use the following key to answer the questions:				
Choose between; 0 = not at all to 5 = extremely;				
1. I am concerned about the risks to the survival of the organization				<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
2. Our culture is tuned to managing risks				<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5

1003

FIGURE 10

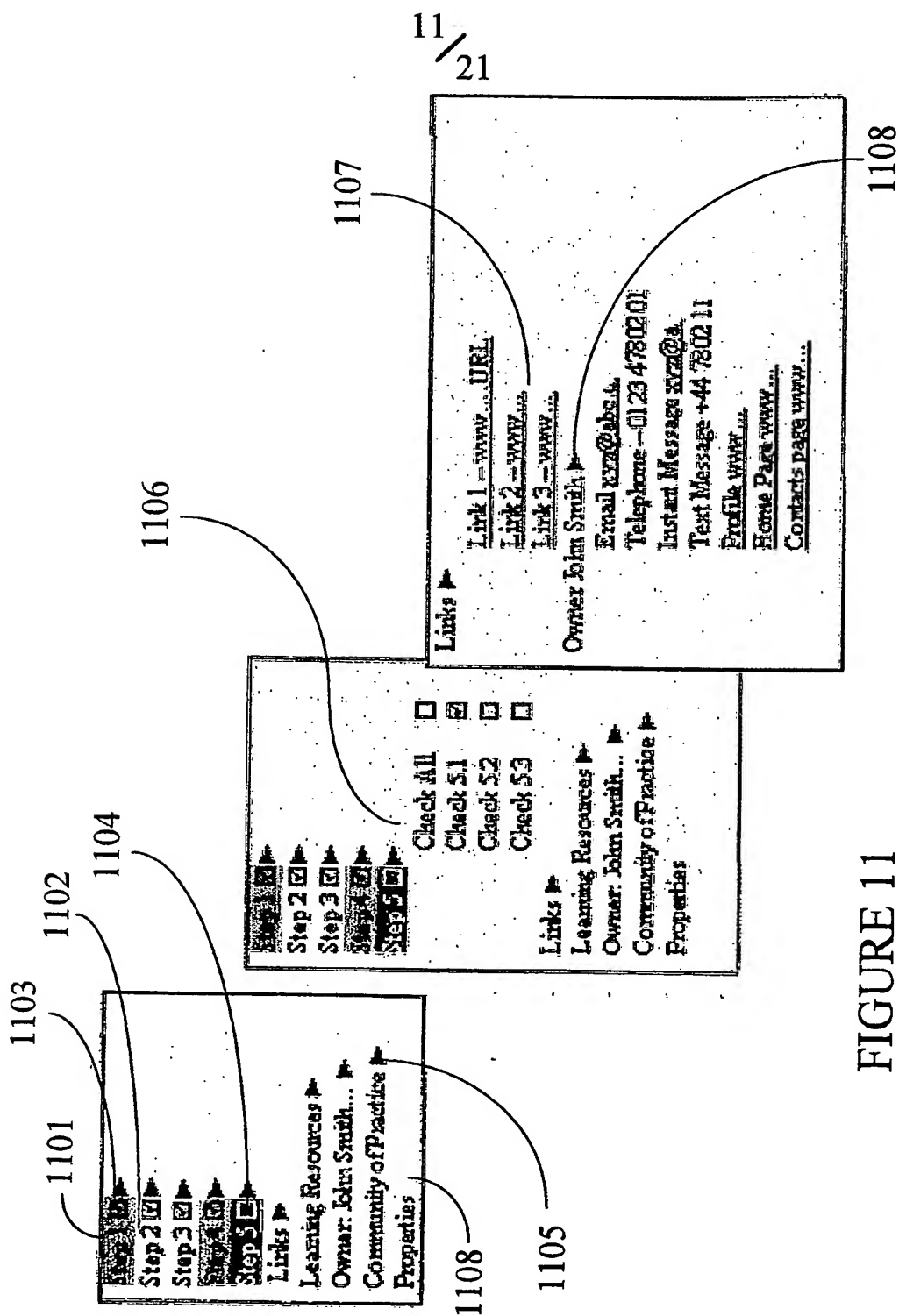


FIGURE 11

12/21

Manual Data Entry - Microsoft Internet Explorer

Manual Data Entry

Organization Unit: All Orgs\Organization 1

KPI: Risk 1

Mode: Actual

Year: 2004

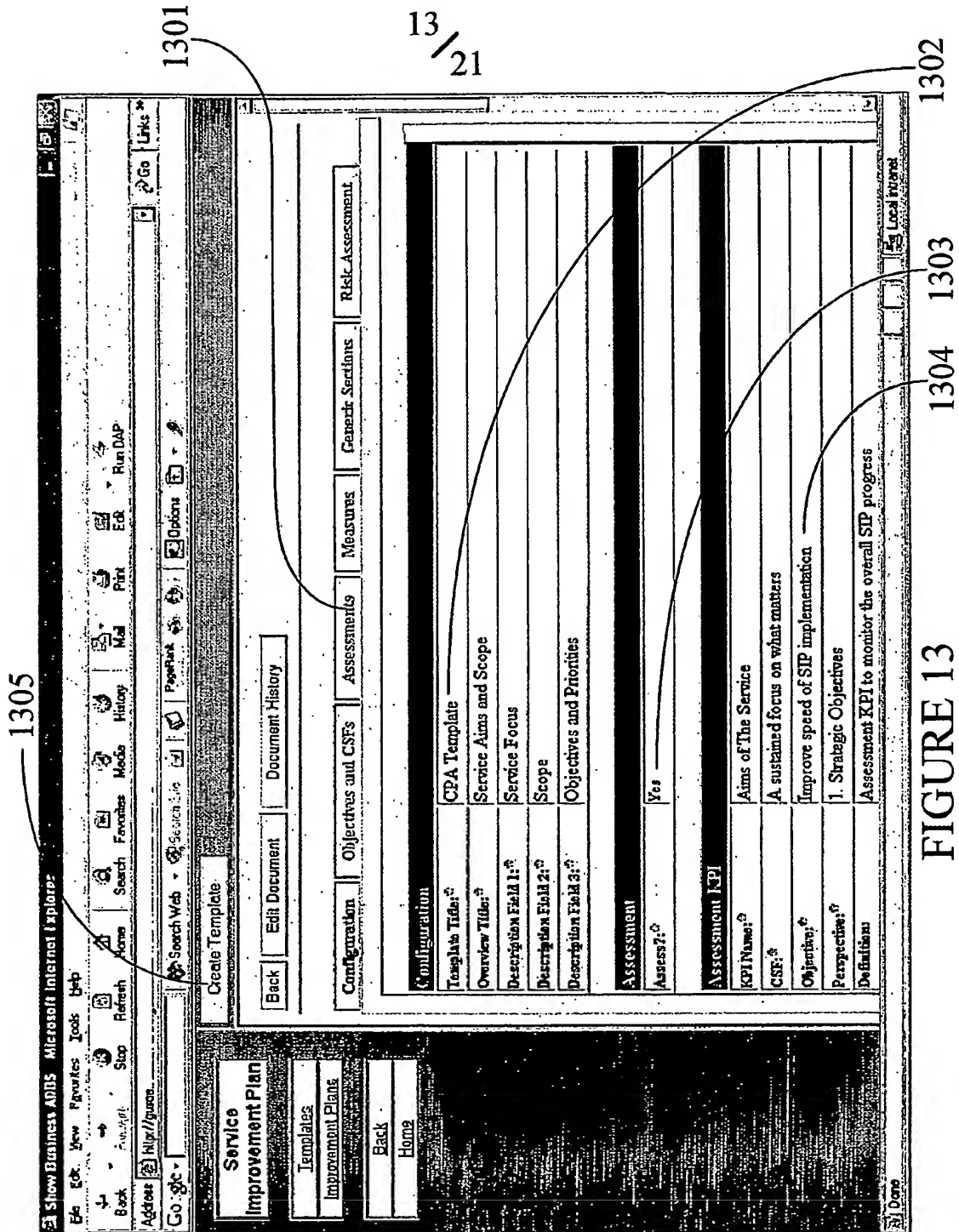
Periodicity: Period

Data	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Mitigated	▼	Controlled	Controlled	▼	▼	▼	▼	▼	▼	▼	▼	▼
Identified				Identified								
Quantified				Quantified								
Managed				Managed								
Mitigated				Mitigated								
Controlled				Controlled								

Save Cancel

Done

FIGURE 12



1401

14/21

1402

1403

Service Improvement Plan

Templates

Improvement Plans

Back

Home

Go

Address: http://gaiden/tech/ADBSdemo/NEGSFrameset02.asp

Go

Back

Forward

Stop

Refresh

Home

Search

Favorites

History

Print

Mail

Edit

Run DTP

Code Template

Assess? ☐ Yes ☐ No

Assessment [37]

RPI Name: Aims of The Service

CSF: A sustained focus on what matters

Objective: Improve speed of SIP implementation

Perspectives: 1. Strategic Objective

Definitives: Assessment RPI to know

Assessment Data Values

Step Colour	Step Scorecard Data (*maximum 31 characters only)	Step Description
01	Not Understood	Corporate priorities are not understood.
02	Understood	Corporate priorities and how they affect the service are clearly understood.
03	CSF/Priorities linked	Service critical success factors are clearly linked to corporate priorities.
04	CSF/KPI linked	Service critical success factors are clearly linked to Key Performance Indicators
05	Actions linked to KPIs	All service delivery actions are clearly linked to Key Performance Indicators
06		

Done

Local intranet

FIGURE 14

15/21

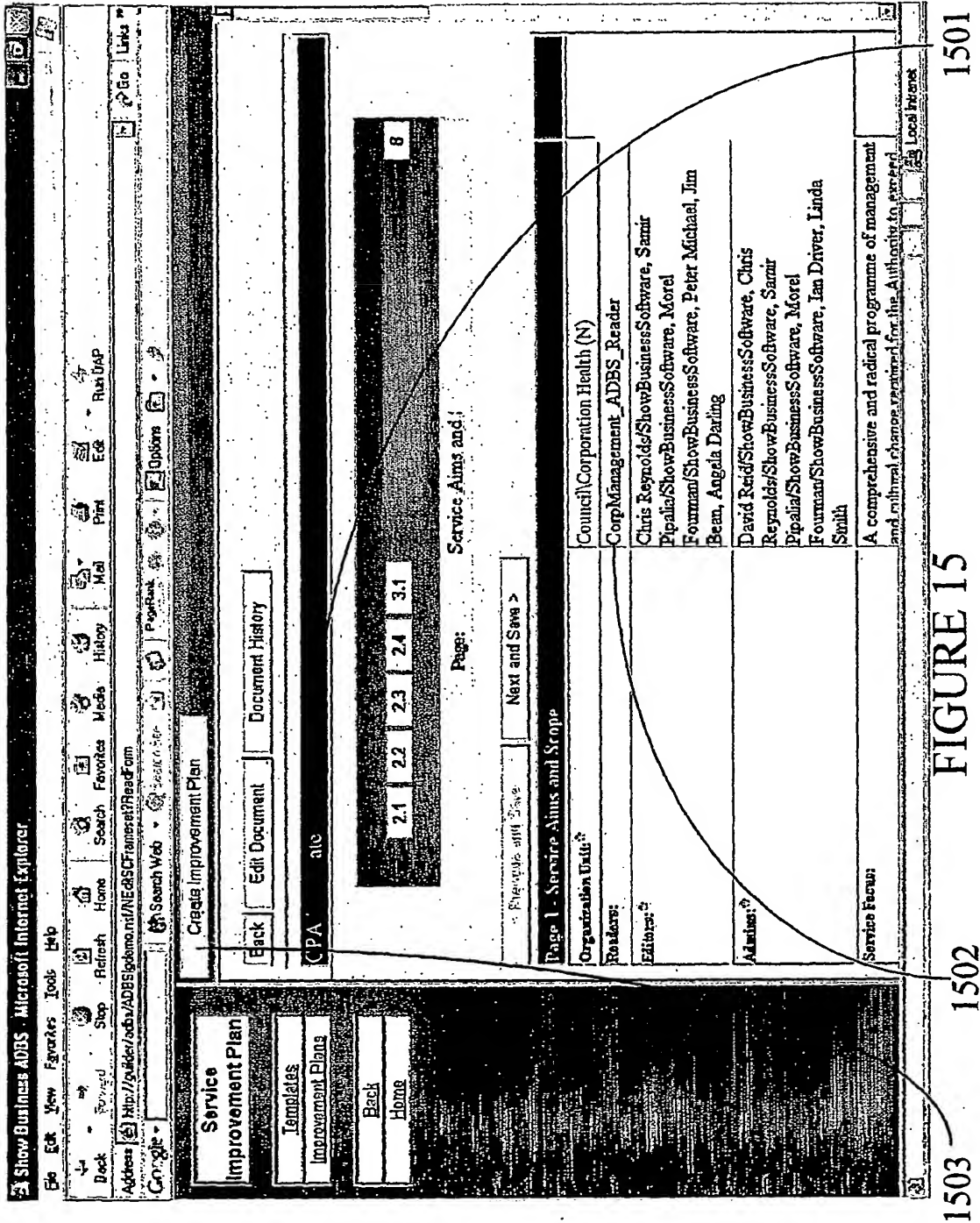


FIGURE 15

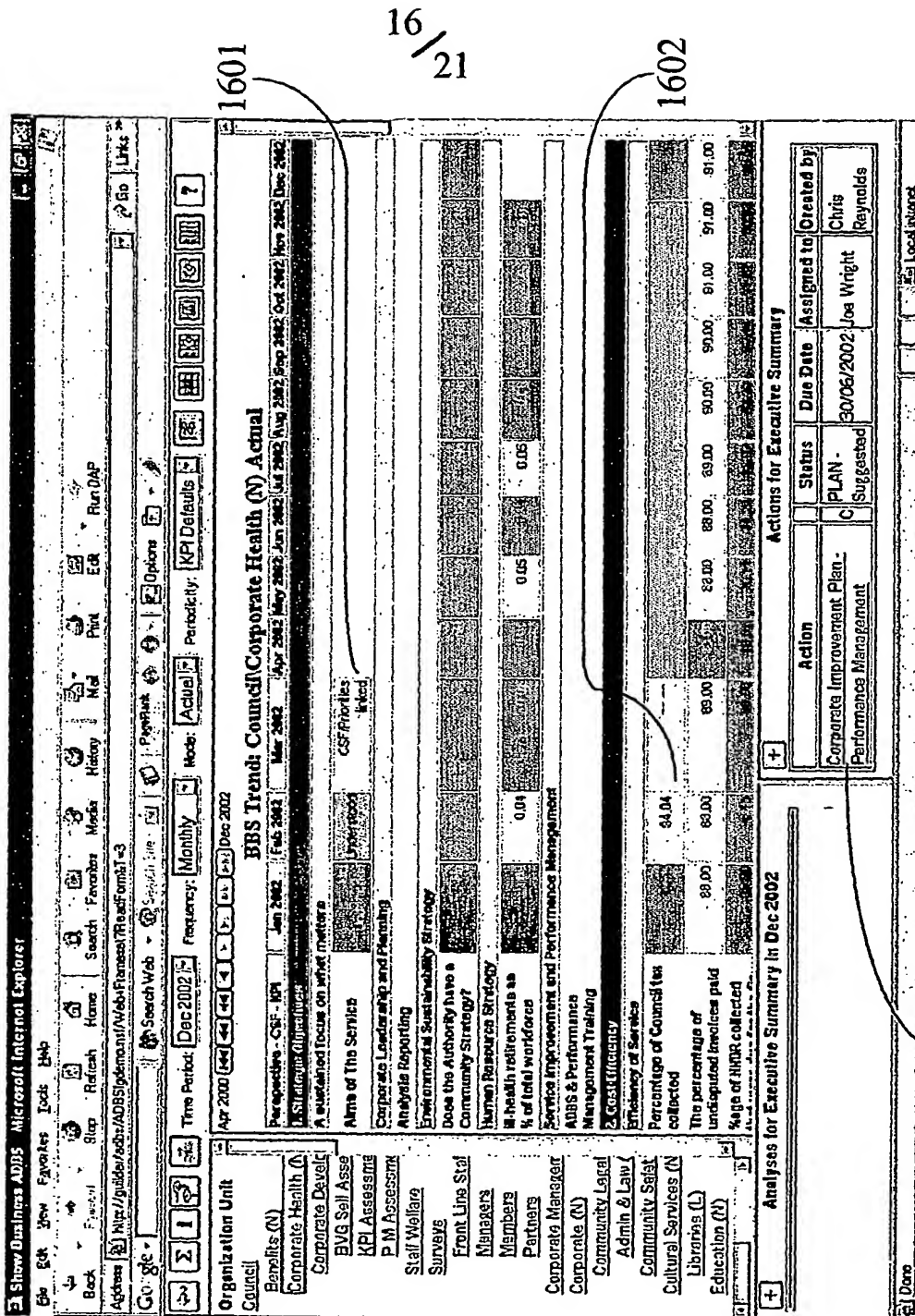


FIGURE 16

1701 SCORECARD of entity

Outcome Measures WHAT – using KPIs and KSIs

Transformation or Maturity Measures HOW – using KTIs

+1702 COACHING of team and/or

FACILITATION of team meetings

+1703 FEEDBACK

Plan-Do-Check-Act

Commit-Deliver-Review or

Plan-Do-Check-Act or

Plan-Do-Study-Act

= 1704 RESULTS

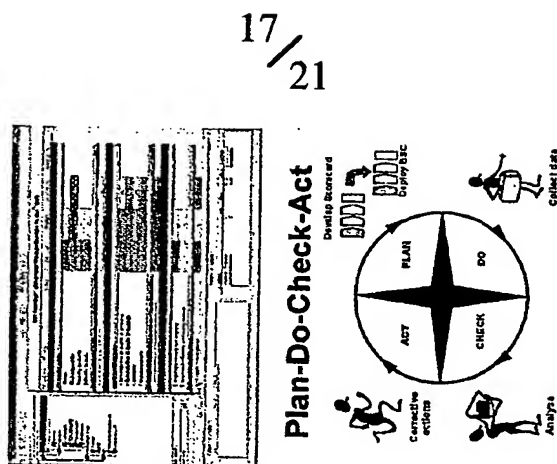


FIGURE 17

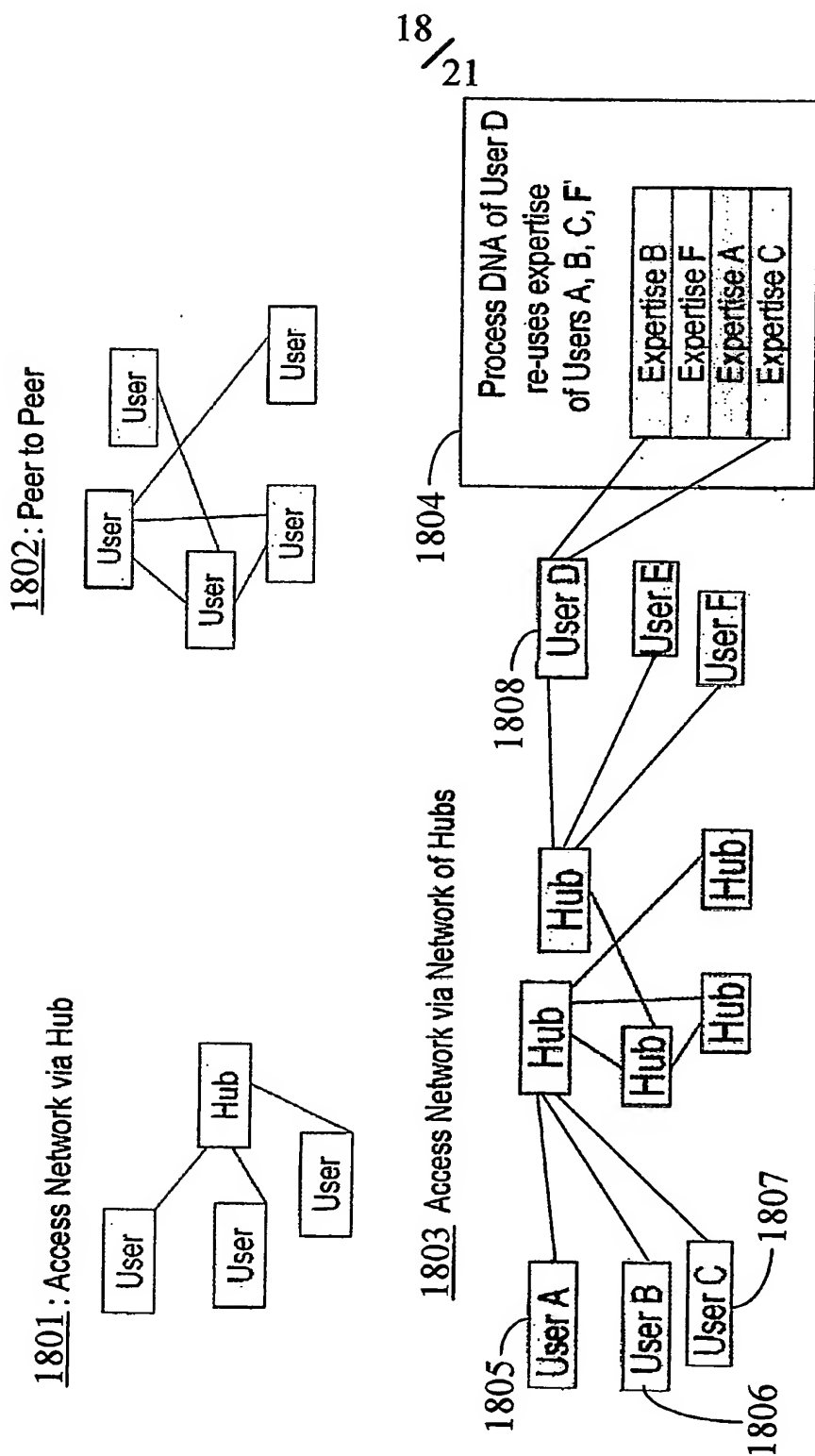
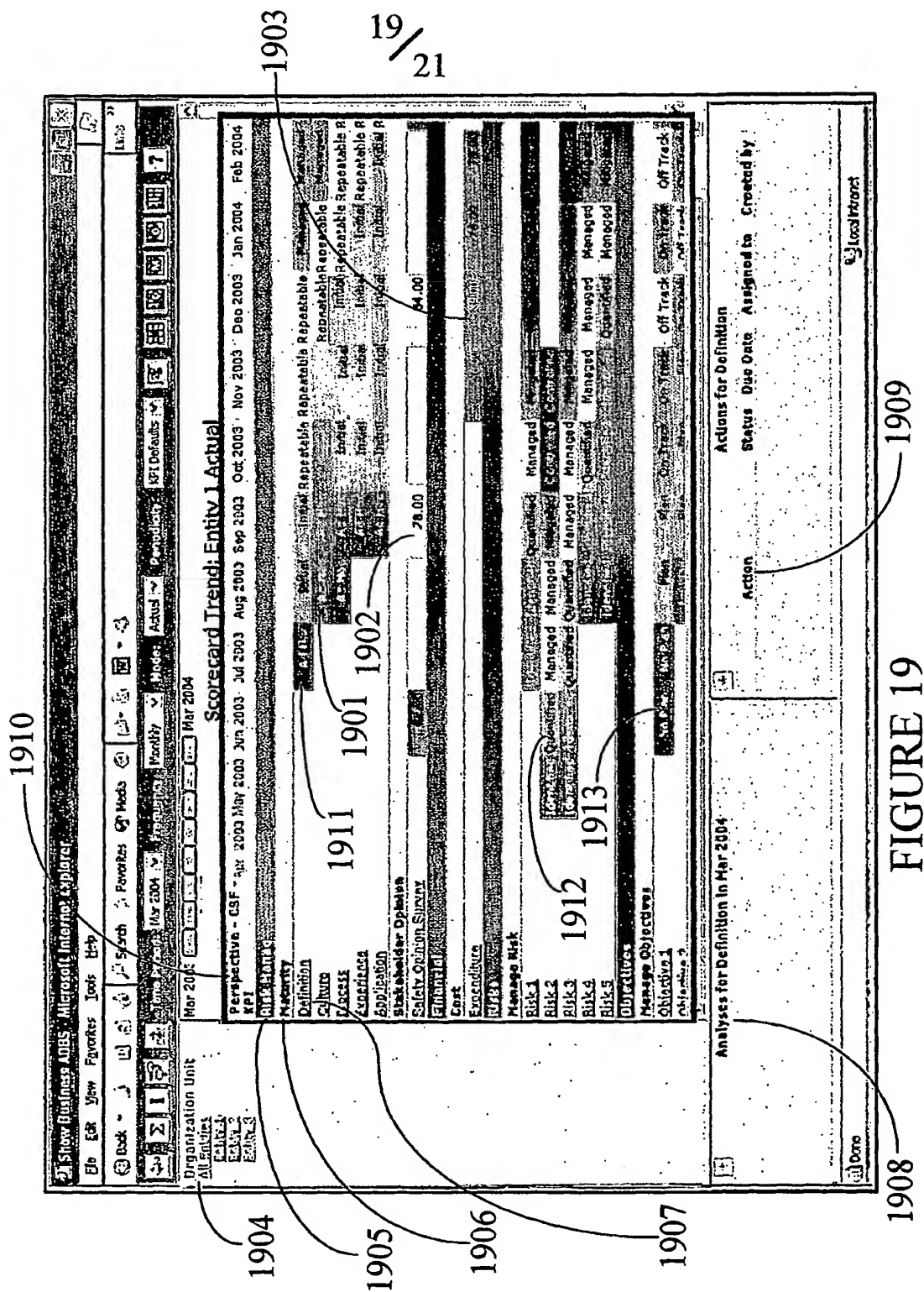


FIGURE 18



20/21

Perspective - CSF - May 2003 Jun 2003 Jul 2003									
KPI									
Risk Management Process									
Maturity									
Definition									
Financial									
Cost									
Expenditure									
Risks									
Manage Risk									
Risk 1									
Risk 2									
Risk 3									
Risk 4									
Risk 5									
Objectives									
Manage Objectives									
Objective 1									
Objective 2									
Objective 3									
Objective 4									
Objective 5									

2001

2003

2002

FIGURE 20

21/
21

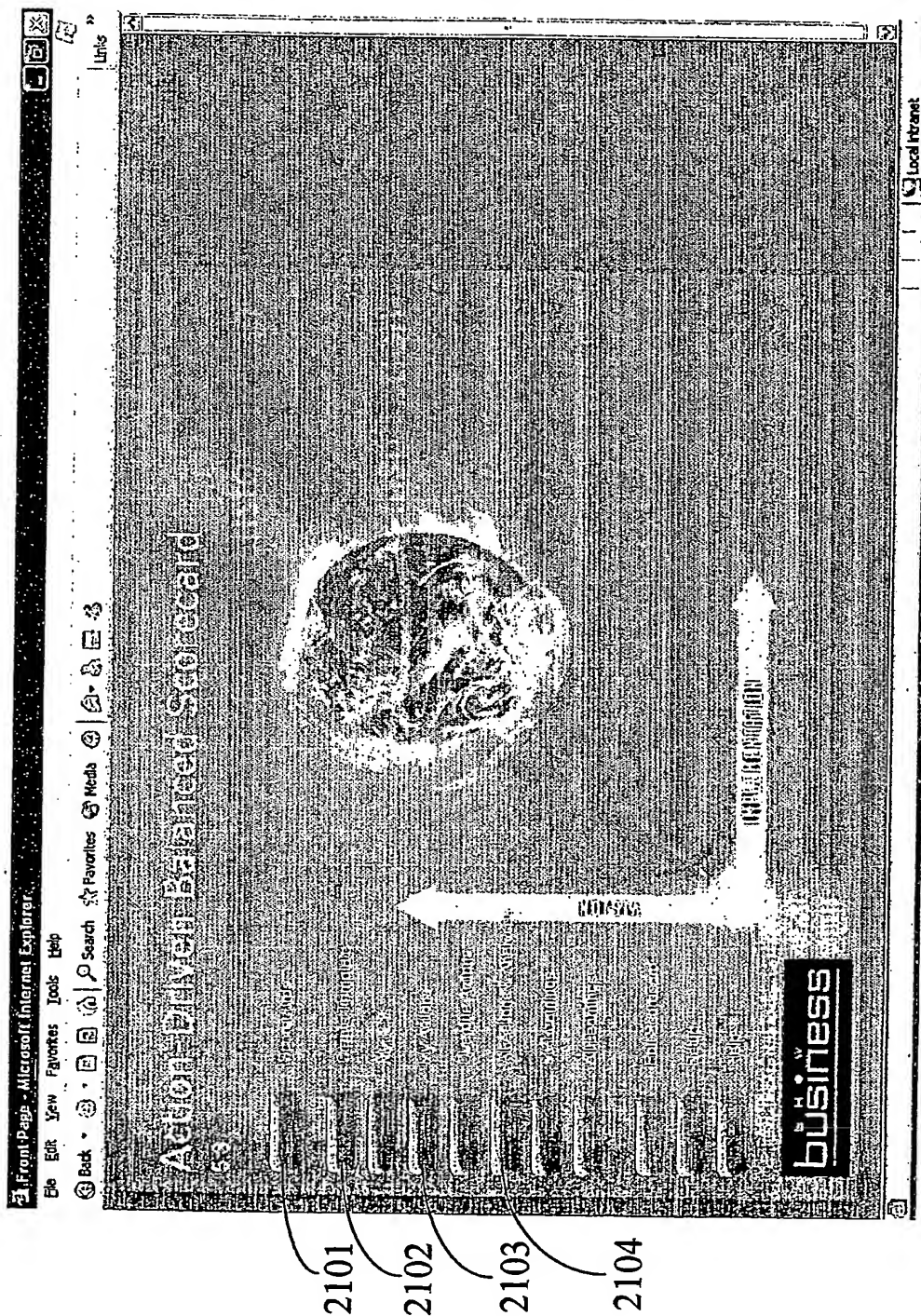


FIGURE 21